

## INFORMATION PAPER

March 30, 2004

SUBJECT: GSA's MOBIS Schedule and PWS Writing Support

1. Purpose. To provide information concerning GSA's Management, Organizational and Business Improvement Services (MOBIS) schedule and how it may be used to help requiring activities write Performance Work Statements (PWSs).

2. Facts:

a. GSA's MOBIS schedule offers government contracts with companies to help improve management and organizational effectiveness through the use of specialized consulting, facilitation, survey and training services.

b. A list of MOBIS Special Item Numbers (SINs) is enclosed. GSA has indicated that SIN 874-1, Consulting Services, should normally be used to assist an agency in writing PWSs. SIN 874-6, Privatization Support Services and Documentation, should be used for A-76 PWSs. MOBIS Schedule is located on GSA's Schedule e-Library at:

[www.gsaelibrary.gsa.gov/ElibMain/ScheduleSummary?scheduleNumber=874&id=123](http://www.gsaelibrary.gsa.gov/ElibMain/ScheduleSummary?scheduleNumber=874&id=123)

c. Blanket Purchase Agreements (BPAs) may be established with various MOBIS schedule contractors to expedite the ordering process. The contracting officer must follow DFARS 208.404-70, Additional Ordering Procedures for Services (i.e., Section 803 of the National Defense Authorization Act of FY-02 [Public Law 107-107]).

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Approved by: Kathy Love

Enclosure

## 874 – Management, Organization, and Business Improvement Services (MOBIS)

SIN	SIN Description
<a href="#">874 1</a>	<p><b>Consulting Services</b> - Services may include providing expert advice, assistance, guidance or counseling in support of agencies' management, organizational, and business improvement efforts. This may also include studies, analyses and reports documenting any proposed developmental, consultative or implementation efforts. Examples of consultation include but are not limited to:</p> <ul style="list-style-type: none"><li>▪ strategic, business and action planning,</li><li>▪ high performance work,</li><li>▪ system alignment,</li><li>▪ leadership systems,</li><li>▪ cycle time,</li><li>▪ performance measures and indicators,</li><li>▪ process and productivity improvement,</li><li>▪ program audits and evaluations,</li><li>▪ organizational assessments.</li></ul>
<a href="#">874 2</a>	<p><b>Facilitation Services</b> - Includes facilitation and related decision support services to agencies engaging in collaboration efforts, working groups, or integrated product, process, or self-directed teams. Agencies bringing together diverse teams and/or groups with common and divergent interests may require a neutral party to assist them in: the use of problem solving techniques, defining and refining the agenda, debriefing and overall meeting planning, resolving disputes, disagreements, and divergent views, logistical meeting/conference support when performing technical facilitation, convening and leading large and small group briefings and discussions, providing a draft for the permanent record, recording discussion content and focusing decision-making and preparing draft and final reports for dissemination.</p>
<a href="#">874 3</a>	<p><b>Survey Services</b> - Services shall provide expert consultation, assistance, and deliverables associated with all aspects of surveying within the context of MOBIS. Contractors shall assist with, and/or perform all phases of the survey process to include, but not limited to: planning survey design sampling; survey development, pretest/pilot surveying, defining and refining the agenda, survey database administration, assessing reliability and validity of data, determining proper survey data collection methodology, administering surveys using various types of data collection methods and analyses of quantitative and qualitative survey data. Production of reports to include, but not limited to: description and summary of results with associated graphs, charts, and tables; description of data collection and survey administration methods; discussion of sample characteristics and the representative nature of data; analysis of non-response; and briefings of results to include discussion of recommendations and potential follow-up actions.</p>
<a href="#">874 4</a>	<p><b>Training Services</b> - Contractors shall provide off-the-shelf, or customized off-the-shelf training packages under this SIN to meet specific agency needs related to management, organizational and business improvement services, such as, but not limited to: customer service, team building, ISO 9000 and ISO 14000, process improvement, performance measurement, statistical process control, performance problem-solving, business process reengineering, quality management change, management strategic planning and benchmarking.</p>
<a href="#">874 5</a>	<p><b>Support Products</b> - Support products are those items used in support of</p>

services offered in SINs 1 through 4 and 6. They could include: Support products can be workbooks, training manuals, slides, videotapes, overhead transparencies, software programs, etc. Any support products offered must be supplied in conjunction with services offered herein.

[874 6](#) **Privatization Support Services and Documentation** - May include, but are not limited to, support, assistance and documentation generation required in the conduct of OMB Circular A-76 studies such as development of Performance Work Statements (PWS), development of Quality Assurance Surveillance Plans (QASP) performance of management studies to determine the Government's Most Efficient Organization (MEO), development of in-house Government cost estimates, comparisons of in-house bids to proposed or ISSA prices, and Administrative Appeal Process support.

[874 99](#) **New Services** - May be a task, procedure, or product existing in the commercial market which is being developed, improved, or not yet introduced to the Federal Government or not currently available under any GSA Contract, but is categorically related to this procurement.

#### **Alternative Dispute Resolution (ADR) Services**

SIN	SIN Description
<a href="#">874 8</a>	Expert services supporting agency Alternative Dispute Resolution (ADR) programs both formal and informal. ADR of EEO disputes are excluded and are covered under a separate GSA schedule. Services could include ombudsmen, negotiated rule-making, special masters, early neutral evaluation, non-binding arbitration, mediation, partnering, magistrates, private judging, binding arbitration, conciliation, consensus building, neutral experts.

#### **Program Integration and Project Management**

SIN	SIN Description
<a href="#">874 7</a>	Contractors shall provide services in the management, integration, and programs and projects. These services may include, but are not limited to: program management, program oversight project management program integration (team leader)